

January 24, 2014

Route 21 Driver Kudos

I have no idea the name of my bus driver (Russell Warren), but I have to tell you he is fantastic and should be recognized. His customer service skills have truly spoiled me with regard to all the other drivers; they can't compare.

I take the 21 and catch the bus on Foulk Road at the intersection with Murphy Road and Concord Church Park & Ride. I catch the bus around 7:28 AM every morning. I know he has off on Tuesdays, but works Monday and then Wednesday -Saturday. I wish he wasn't off on Tuesday - because he's missed when he's not on the route. It's not just me - other riders feel the same way. I hope based on this information you can figure out which driver I'm referring to and you provide him with the recognition he deserves. With this recent spell of bad weather - it's even more apparent how fantastic he really is.

I wish he drove the 21X on my way home. Honestly, he's that calm, courteous and genuinely nice; Kudos.

Rider Valerie Abernathy